# THE LITTAUER FAMILY OF HEALTH SERVICES

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# Report to the Community

# **NATHAN LITTAUER** Hospital & Nursing Home

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Gems in the Adirondacks



#### A Message from Laurence E. Kelly

A hospital, a network of outpatient primary/specialty care centers, a nursing home and a wellness center — all working as a team, using the most current technology, and demonstrating genuine concern for you.

#### A dazzling year.



It was last spring when I first heard people refer to Littauer as "a gem in the Adirondacks." After some thought, I would have to say that I agree. We are continually answering your call for safe, accessible and modern healthcare, delivered with kindness and skill.

From our new Emergency Care Center to our reaccreditations by

The Joint Commission, to our new Birthing Center, we did not just meet expectations, we exceeded them. Our accomplishments are a testament to the dedication and skill of the team in our system of care.

Our recent accomplishments, continued growth in patient visits for all of our services and our financial health have positioned us well to implement many significant improvements over the next few years. Our future starts now.

Many of you share our enthusiasm for our future, though some of you may not know what a gem we truly are. To those of you, please get reacquainted with Littauer. You will see why more and more people are choosing us for their healthcare.

Therefore, on behalf of the Board of Directors and staff, thank you for your steadfast belief in Nathan Littauer Hospital and its Family of Health Services and for your continued support.

Sincerely,

amence E-Kelly

Laurence E. Kelly President and CEO



Dr. Bradley Paddock

# Our medical staff shines.

Our medical staff is our greatest asset. Every day they coordinate seamless patient care. It is an approach that combines the latest medical technology with a desire to help and the commitment to heal.



Dr. Michael Schwartzman

Dr. Gabor Zoltay

Dr. Eric Klausner

I have always said that a hospital is only as strong as its medical team. And I can say beyond a doubt that we are a remarkable hospital system filled with remarkable people including our excellent medical team.

Laurence E. Kelly



# A gem because we continue to grow.

A Decade of Change	2000	2010	% Increase
Primary Care Centers	3	8	+167%
Primary Care Patient Visits	39,880	104,840	+163%
Surgical Cases	4,631	5,709	+23%
Babies Born	362	430	+19%
HealthLink Attendees	7955	8419	+6%
Tests and Treatments	335,538	469,159	+40%
Lifeline Units	311	550	+77%



# A history that endures.

What began in 1894 as a community hospital is now a beacon of healthcare for the citizens in our area. Surely Lucius Littauer would be proud of our bold past and our bright future.



Lucius N. Littauer

Original Operating Room



Original Hospital cir. 1900

May 30, 1894	Hospital dedicated	
June 2, 1894	First patient admitted	
June 25, 1894	Women's Auxiliary of the Nathan Littauer Hospital Association organized	
February 9, 1896	First graduating class of four nurses	
May 18, 1968	New hospital building on State Street dedicated	
April 4, 1972	First patients admitted to Extended Care Facility	
July 1, 1972	Medical Arts Building opens for occupancy	
December 13, 1982	Nathan Littauer Foundation, Inc., established with matching grant from the Lucius N. Littauer Foundation in New York City	
July 14, 1984	Dedication of Harry Starr Pavilion (long time director and benefactor of the hospital and President of the Lucius N. Littauer Foundation) housing new emergency room, respiratory and rehabilitation departments, two operating rooms and new intensive care unit	
March 10, 1989	HealthLink, Littauer's health and wellness resource center, presented first community education program	
July 9, 1990	First hospital-based Primary Care Center opened in the Medical Arts Building	
May 30, 1994	Centennial celebration for Hospital	
April 19,1995	First patients seen at Johnstown Medical Center (now Johnstown Primary Care Center)	
March 22, 2000	Gloversville Primary Care Center relocated to a new building on the Hospital campus	
May 23, 2000	New Surgical Suite opened	
January 2, 1996	Mayfield Primary Care Center opened	
January 2, 1997	Speculator Primary Care Center opened	
October 31, 2005	Caroga Lake Primary Care Center opened	
March 22, 2006	Second Gloversville Primary Care Center opened	
June 25, 2007	Perth-Broadalbin Primary Care Center opened	
April 23, 2008	Second Johnstown Primary Care Center opened	
December 16, 2009	New Birthing Center opened	
February, 2010	Perth Primary/Specialty Care Center expansion completed	
September 21, 2010	Expansion and renovation of Emergency Care Center completed	

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# Unveiling a new jewel to our community.

22,861 Emergency Care Center visits in 2010 In September we unveiled our new Emergency Care Center to an eager community. We invested \$2.3 million and expanded the Emergency Department by 40%.

We hope you never see it, but aren't you pleased to know it's there if you need it?







# Looking forward with clarity.

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Gloversville ohnstown

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#### Our road map for 2011 includes the following projects:

Another Primary/Specialty Care Center will open on Decker Drive in Johnstown, home to our pediatric providers: Richard Solby, DO, Shannon Colt, MD & Danita Curtis, FNP.

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Perthadalbin

- The Diagnostic Imaging Department on the Gloversville Campus will expand, providing needed space for new technologies and services.
- We will make a myriad of Health Information Technology advancements for enhanced communication and patient safety.
- Significant investments will be made in surgical equipment to prepare for our new spine surgeon and urologist.
- We will continually invest in equipment that ensures safe, sterile patient care.

# Thank you. Thank you.

2010

# Thank you.

You are the reason Littauer can continue to provide extraordinary care to people in need.

When you support the Nathan Littauer Foundation you support the mission of Nathan Littauer Hospital & Nursing Home. Because of your generosity and passion Littauer will continue to deliver extraordinary care 24 hours a day, 365 days a year. Where would we be without you?

Thank you for believing we are a gem, too!

While we have made every effort to ensure the accuracy of this list, please notify Kelly Colby of any changes or corrections. Contact her by phone at 518.773.5505 or by email— kcolby@nlh.org

# The Nathan Littauer Foundation: A Gem for the Future

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2010 Continued

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# Each LITTAUER volunteer is a gem.

Nathan Littauer Hospital's corps of volunteers, "The Auxiliary," is perhaps one of the brightest gems we have. Our Auxiliary assists our patients, residents, their families and visitors.

A gentle touch. A newspaper delivered. Directions for an anxious family.

It is their dedication to your comfort and their unyielding support that truly touches so many lives.

A vast pool of talent comprised of 118 people, our Auxilians are the heartbeat of our Hospital. These valuable members of our care team provided over 12,000 hours of service in 2010. In the same year they also raised \$35,000, nearly completing their \$200,000 pledge to the Capital Campaign for Excellence.

Gems? Yes. In every sense of the word.

If you would like to volunteer at the Hospital or Nursing Home please call Susan McNeil at 518.773.5408.



#### Thank you for donating to our Auxiliary projects.

#### **Card Party**

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#### **Tree of Lights**

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Ziggy Dugan Janine & Roy Dykeman Teresa Edwards Donna Ellithorpe Diana Elmendorf Lorna Flmendorf Ann Everetts Norma & Claude Faville Robert Ferguson Karen Ferjanec Angelo & Phyllis Finateri **Russell & Patricia Ford** John Fox, DDS John & Patricia Franco Louis Franco Gerald & Babette Frisbie Robert & Connie Gage Nellie Georgelos Irmgard Getzlaff Candace & William Gleaves, III Frank & Pearl Glover Gloversville Lions Club Phyllis Gottung Scott, Bonnie, Nicholas & Zachary Graham "Grandma" Betty Green Elizabeth Gugenberger Robert & Lorraine Hale Linda Hallenbeck Marie & Frank Hallenbeck Patricia Halley Dave & Joye Haskins Dona & John Haydon Suzanne Herrick Roy Hoffman Angeline Hoggins Louise & Michael Hornung Dr. Lawrence & Cheryl Horowitz Joel & Jane Huntzinger Bonnie James-Cooper Thomas Jennings Kenneth Johnson Robert & Karyl Johnson **Richard & Margaret Johnston** Bernice Jones Marjorie Jones Marilyn & David Kaulfuss Anne Krauth Olga Kehoe Anita Knapp Nancy & Dan Krawszeski Ann Kumpan Robert & Marilyn Lamphere

Joanne LaVallee Letter Memorial, Inc. Matilda Lock Margaret Luck **Bob Mabie** Diane & Carol MacGregor Carol Maider Julia Martin Deborah Mazzone Chervl McGrattan Wayne & Susan McNeil Gladys Meola Frances Mezza R. Curtis Mills, MD Allen Minckler Anita Moore Nancy & Simeon Morey Mary Morgan Robert & Gail Mosconi Beth Mowrey James & Mary Mraz Jennie Mrha Mt. Carmel Veterans Inc. Lisa & Bob Mulhall Bertha Myers Karuna Narala, MD Grace Naselli Shirley Nellis Gavle Newland NLH Nurses Alumnae Assoc. Sharon Norman Toby Ortell Marie Otto Marguerite Pangallozzi Priscilla Parkhurst Ferguson Sandra & William Peters NLH & NH Pharmacy Dept. John & Flaine Pickard Mary Rose Polenski **Claytha Ricco Briana Ropeter** JJ & JA Rossi Dawn & Carm Serge Karen Smith Marina Smith John & Cynthia Snyder Stephen & Rose Spurza **Dorothy Stoeff** Kim, Devynn, Jon & Bradley Stofa Cheryl & Joseph Stofa Katie Sullivan **Diane & Peter Swartz** Janice& Charles Swatling

Sally Landrio

Anthony Tascillo Debra Taylor & Joanna Valik-Arnold Joan Toutell Pamela Towne Karen Travins Barbara & Richard Tucci Mary Vandenabeele Doug & Sally VanNostrand Philippe Vuylsteke, MD Eileen Wadsworth Patricia Wallken Carol Warner Noreen Weil Sue and Jerry Wemple Mr. & Mrs. Don Wentworth Marie and William Wilson Janice & Philip Winney Eileen Wrightsman Cecile Zajaceskowski Gretchen Zeitler Ronald Zimmerman

#### Buy a Brick

#### Contributors (2009 aifts)

Mr. & Mrs. Louis Blanchard Doctor & Mrs. Robert Brandis Tim, Todd & Kathy Byrns Deborah A. Davis Patricia Dennie Charlie & Pam Eschler First Niagara Bank John & Deanne Fox Gloversville Teachers Assoc. Matthew Goodemote Mr. & Mrs. William Gritsavage Johnstown Peking **Chinese Restaurant** Laurence Kelly Karen & Paul Kidder Mike Kinowski Joseph & Sheila Lander Landrio Family Michael & Anne LaVallee NAMI of Montgomery/Fulton/ Hamilton Counties Garv & Debbie O'Rourke Dustin Swanger Pat Travis-Doull Dr. & Mrs. Philippe Vuylsteke Thomas & Denise Walsh Bruce B. Whitcavitch, Jr. Shelley Yerdon Dr. Alexander & Mrs. Delores Yvars

#### (2010 gifts

Catholic War Vets Joan L. Genovese **Nellie Georgelos** Mary Hope Giardino Landrio Family Robert and Carol Maider Susan and Richard Maider Anita Moore Gayle W. Newland Patti's Greenhouses Angie Perrone John and Elaine Pickard Marina P. Smith Barbara Tucci Marcia Weiss Jeanne Wilkinson William H. St. Thomas Family Foundation Ellen Wood



Antonucci's Wholesale Produce & Seafood Community Physical Therapy & Wellness Center Fulton County Federal Credit Union Glove Cities Rotary Club, Inc. Johnstown Family Moose Center Kingsboro Lumber Company *The Leader-Herald* Livingston's Furniture Noble Ace Hardware Palmer Pharmacy

#### **Gifts in Kind**

Anonymous— Hand knitted lap blankets for Nursing Home residents Anonymous— Magazines, books, puzzles Jim Berecka-Crayons, children's toys Ilene Greco— Books Lucille Groff— Teddy bears JoAnn LaValle— Books, magazines Mary Mora— Fully decorated Christmas tree Linda Pomeroy— Books Robin Street— Books Traci/Pathfinders from Lexington— Children's books





When temperatures dipped, Dr. Todd Duthaler spoke to YNN about avoiding frostbite.



Dr. Mike McBiles on WAMC, with a 7 state listening audience, answers radiology questions.

# Bright like a gem.

The word is getting out about the LITTAUER medical team. Our staff has been seen, heard and quoted in the news countless times, as more and more sources seek them out for their expertise.



"We have been very grateful to the talented doctors from Nathan Littauer for sharing their extensive knowledge with the vast WAMC audience. The feedback has been terrific."

#### Dr. Alan Chartock President & CEO of WAMC Northeast Public Radio, Professor Emeritus at the University at Albany

"I find the folks at Nathan Littauer Hospital easy to work with when we're developing stories— and they always have great folks for us to interview."

Benita Zahn Anchor & Health Care Reporter WNYT, News Channel 13









Dr. Richard O'Brien talks about heatrelated illness during the 2010 heat wave.



Occupational Therapist Kirsten Lennon (L) and Pediatrician Dr. Shannon Colt (R) talk to The Leader-Herald about overuse injuries in children using electronic equipment.



Nutritionist Sandra Baldwin talks to Tom Mailey about smart snacking at Stewarts Shops, captured on YouTube.

Don't be surprised to hear that Nathan Littauer has one of the largest hospital social networking systems in the region. "We wanted people to know that we embrace new technology in a myriad of forms, be it in social media or in medicine," stated Laurence E. Kelly.

In 2010 Nathan Littauer built a comprehensive social media system including Facebook, Twitter, YouTube and a blog. We now have 38 healthrelated videos on YouTube. We have a lot of information and good news to share.

Follow us, learn from us and share with us!



# We can see right through you.

If you scan the web you will see thousands of admissions: "I'm having my first MRI tomorrow I'M SCARED!" and "I am afraid of that dye for the CT scan." or "Am I the only one who is scared to have an MRI?" or "I am having my first mammogram tomorrow and I'm really scared. I've heard some women say it's painful."

The answer? We developed a new microsite aimed at subsiding fear while touting our diagnostic capabilities at: www.radiologyrevolution.com

We have made significant investments in our diagnostic capabilities, spending over \$3.5 million since 2008. We have big city technology right here in Fulton County.

Unfortunately, all the investment in the world does not do any good if someone is too afraid to go. We want to fix that. If you would like to see an exam, log onto www.radiologyrevolution.com. Others have. To date our videos have been downloaded 8,230 times. We are thrilled the world is using this tool.

See an exam. "Meet" our team. Do some research. Ask a question.





Visit www.radiologyrevolution.com today!

### A gem because we are safe.

Spital QUALITY APPE Nathan Littauer Hospital was notified of the results of

an unannounced, on-site, full survey conducted by The Joint Commission in February, 2010. The survey led to a three-year continuation of Littauer's full accreditation with the nation's predominant accrediting body in health care.



"This important accreditation speaks to the level of care that Littauer provides. Our community continues to be proud of its hospital and what its staff has accomplished. This announcement proves what we already know-Nathan Littauer Hospital provides the highest levels of quality, patient care."

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President/CEO Fulton County Regional Chamber of Commerce & Industry



HANYS' (Healthcare Association of New York State) 2010 Profiles in Quality Improvement and Patient Safety Report recognized the following Nathan Littauer programs for excellence in patient care:

- Reducing Patient Ventilator Days and Ventilator-Associated Pneumonia
- Formal Nurse Preceptor Education Program
- Restraint Use Reduction



Candace Underwood receives the award from Mr. Kelly.

# Candace Underwood, Employee of the Year, is another one of our gems.

Our 2010 Employee of the Year is Candace Underwood. Candace is a Physical Therapy Assistant working at Nathan Littauer's Sports Medicine & Rehabilitation Department. She has been employed at Littauer for over 22 years. With a passion for sports, Candace explained, "I want my patients to enjoy a healthy lifestyle, which is why I am compelled to get my patients back to enjoying life."



The Honorable Polly Hoye presents the Gregory T. Hoye Award to Barbara DeLuca in November, 2010.



Pets are frequent visitors to Nathan Littauer Nursing Home. Rachel Killips (L) and dog "Rudy" brighten a resident's day.

## Shining beyond Littauer.

Congratulations to Barbara DeLuca for winning the prestigious *Gregory Hoye Award* from Mountain Valley Hospice. Recognized in both the Littauer family and the community for her caring, thoughtful and often innovative approach to improving patient care, this award cannot be underestimated.

Barbara is a Registered Respiratory Therapist and Littauer's Respiratory Care Supervisor.

## Our Nursing Home is another jewel in our crown.

Providing compassionate care to our residents is our mission. Recently, a state-of-the-art meals system was installed in our Nursing Home which allows our "family" to enjoy more choices in a more comfortable setting. Also, the Nursing Home was proud to announce some of the lowest pressure ulcer rates in the state. The 99% occupancy rate in the Littauer Nursing Home is proof of our high standing in the community.

"All do a great job and do their jobs so well. Thank you so much!"

**Dean** Family Member



"I think all the Therapists do a good job, in fact an excellent job. They do so much and they have a wonderful disposition. I believe the RN's and LPN's do an excellent job."

Christina Resident

HealthLink leads a snowshoe hike in the Adirondacks and a climb up Kane Mountain to the fire tower.



# ViP A



Sue Cridland, RN, BSN, Director of HealthLink (left) and Linda Hidde (right), a smoking cessation counselor, lead an award-winning smoking cessation program.

# HealthLink shines.

HealthLink is Littauer's mission realized: bringing preventative healthcare to our community. Our low-cost or free services to people are not only improving the lives of our neighbors, we are making our community a better place to live. It is a legacy we are proud of.



Programs offered and number of participants more than doubled since HealthLink was charterd in 1989.

# Caring for kids.

In 2010 Littauer took caring for kids to a new level. There is a growing epidemic of preventable youth sports injuries that are dismantling kids' athletic hopes and dreams at an early age.

In July 2010 we were one of the first hospitals to join a nationwide movement to address this critical issue. As a participating medical institution in the STOP Sports Injuries campaign, we work to help prevent athletic overuse and trauma injuries in kids. In a groundbreaking campaign, we teamed up with the Broadalbin-Perth School District, Dr. Gerald Ortiz, Dr. Todd Duthaler and Dr. Richard Solby to deliver a standing-room only clinic to the community. Today we continue to address the issue with training and media appearances.

"Nathan Littauer is a shining example of what an organization can do to get the word out about preventing youth sports injuries. Their community is lucky to have such a strong advocate for children."

**Michael Constant** 

Executive Director STOP Sports Injury, Chicago, IL

PATRIDI



BASKETBALL INJURIES

David Chang, MSPT, is a Littauer resource at the Fulton County YMCA.

#### RUNNING INJURIES



RUNNING



Our Sports Medicine and Rehabilitation Team took on children's sports injuries.

Dr. Klausner speaks at a press conference while Broadalbin-Perth Superintendent Stephen Tomlinson and Athletic Director Adam Barnhart look on.





# More facets ...

#### Also in 2010:

- We expanded our care network by hiring six more providers.
- We saw over 22,000 patients at our Perth facility. To meet the explosion of growth we completed an addition and expanded parking.
- We donated equipment and employees started a collection after Haiti's devastating earthquake.
- We promoted tissue and organ transplant. We enhanced our pediatric unit.
- We were cited as one of "the most progressive facilities" in energy conservation.
- We completely changed and improved meal service to Nursing Home residents.
- We implemented a new Epidural Steroid Injection (pain management) service.
- A WRGB segment about our Camp SuperStarrs was one of five nominated nationally for an Emmy.
- The Foundation's EVENT raised \$100,000 for the hospital, landing on the *Capital District Business Review*'s Book of Lists, as one of the most successful one-day fundraisers in the region.
- Our Respiratory Therapy department taught the world how to "take your lungs on vacation".
- Our Nursing Home received high marks for Pressure Ulcer Prevention.

Katie Romano of Johnstown donated 37 books to Littauer.



Camp SuperStarrs celebrated 30 years of summer camp for children with health disorders.



Mammogram screenings became available at the Perth Primary / Specialty Care Center.





Dr. Todd Duthaler and WTEN-TV news anchor Lydia Kulbida helped with donations bound for Haiti.



2010's Journey Along the Nile — a great fundraiser for a great cause!



# Strong like a gem.

Nathan Littauer finished 2010 in "the black" marking the **9th straight year of financial good health** while never turning our back on a patient in need.

Total Revenue	\$ 89,581,000
Total Expenses	\$ 87,035,000

#### Charity and Uncompensated Care Totaling \$6,381,045

Uncompensated Charity Care		824,000
Losses in providing services for:		
Medicaid	\$	2,369,485
Medicare	\$	3,187,560

#### Nathan Littauer strengthens the infrastructures of local communities

#### Our communities rely on us to:

- provide high-quality health care;
- bring life into the world;
- care for the aged;
- ensure public safety when an emergency or disaster strikes;
- educate people about the impact of lifestyles on their health and well-being;
- provide comfort at the end of life.

#### Nathan Littauer is an economic anchor in our community

In addition to enhancing the health and well-being of the communities we serve, Littauer contributes significantly to the area's economic health. In 2009, we had an estimated total annual economic impact of \$143,696,000.

#### Nathan Littauer is a major employer

- We employ 960 people, with a total 2009 payroll of \$51,438,000.
  Payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.
- Our employees use their wages to purchase goods and services, which creates income and jobs for other businesses.

#### Nathan Littauer's purchasing

We spend about \$22,047,000 per year on the goods and services we need to provide health care—for example, medical supplies, electricity for buildings, and food for patients. Funds spent to buy goods and services flow from Littauer to vendors and businesses and then ripple throughout the economy.

#### Nathan Littauer's capital spending

- In 2009, Nathan Littauer Hospital spent \$2,969,000 on buildings and equipment.
- Capital spending by Nathan Littauer generates approximately \$5,580,000 for the local economy per year.

#### The impact of Nathan Littauer on state and local tax collections

The employees of Nathan Littauer and the jobs supported indirectly by the facility paid \$3,301,000 in state and local income taxes in 2009.



THE LITTAUER Family of Health Services

# Your health ... well planned.

NATHAN LITTAUER HOSPITAL & NURSING HOME 99 East State Street, Gloversville, NY 12078 518-725-8621 www.nlh.org

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